

FIG. 1

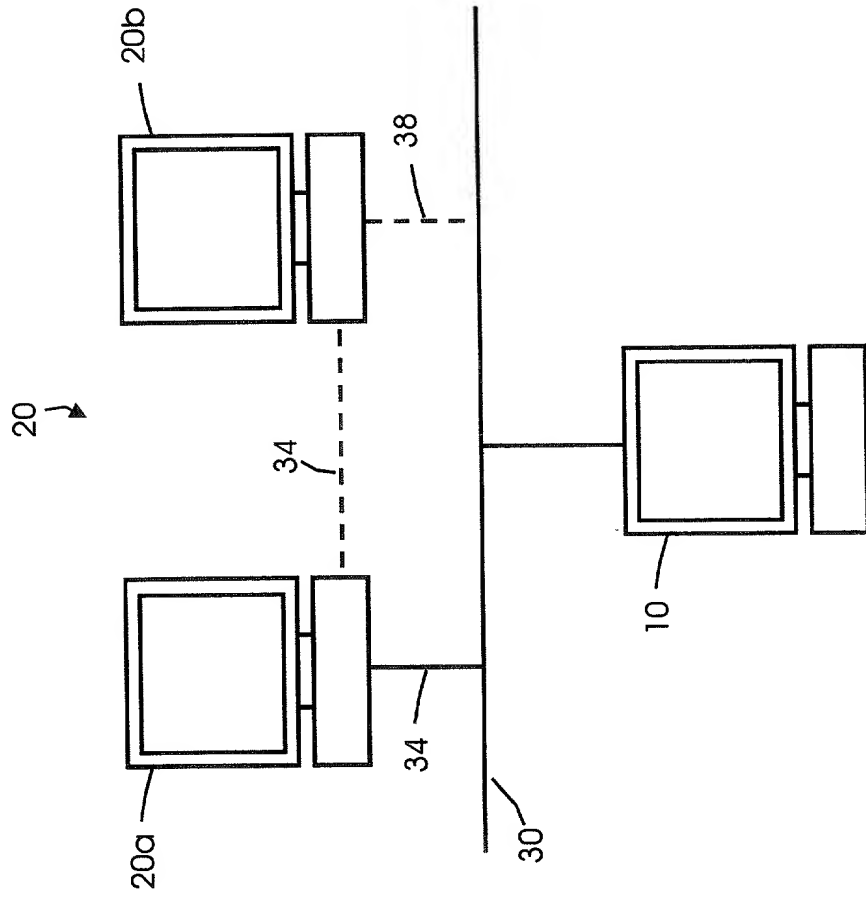


FIG. 2A

FIG. 2B is a block diagram of a system architecture. The system includes a Customer (10) and a Service Company (20b) connected via an Internet Architecture (30). The system also includes a Web Page Application (50) and several databases (62, 64, 66) and applications (52, 54, 56, 58).

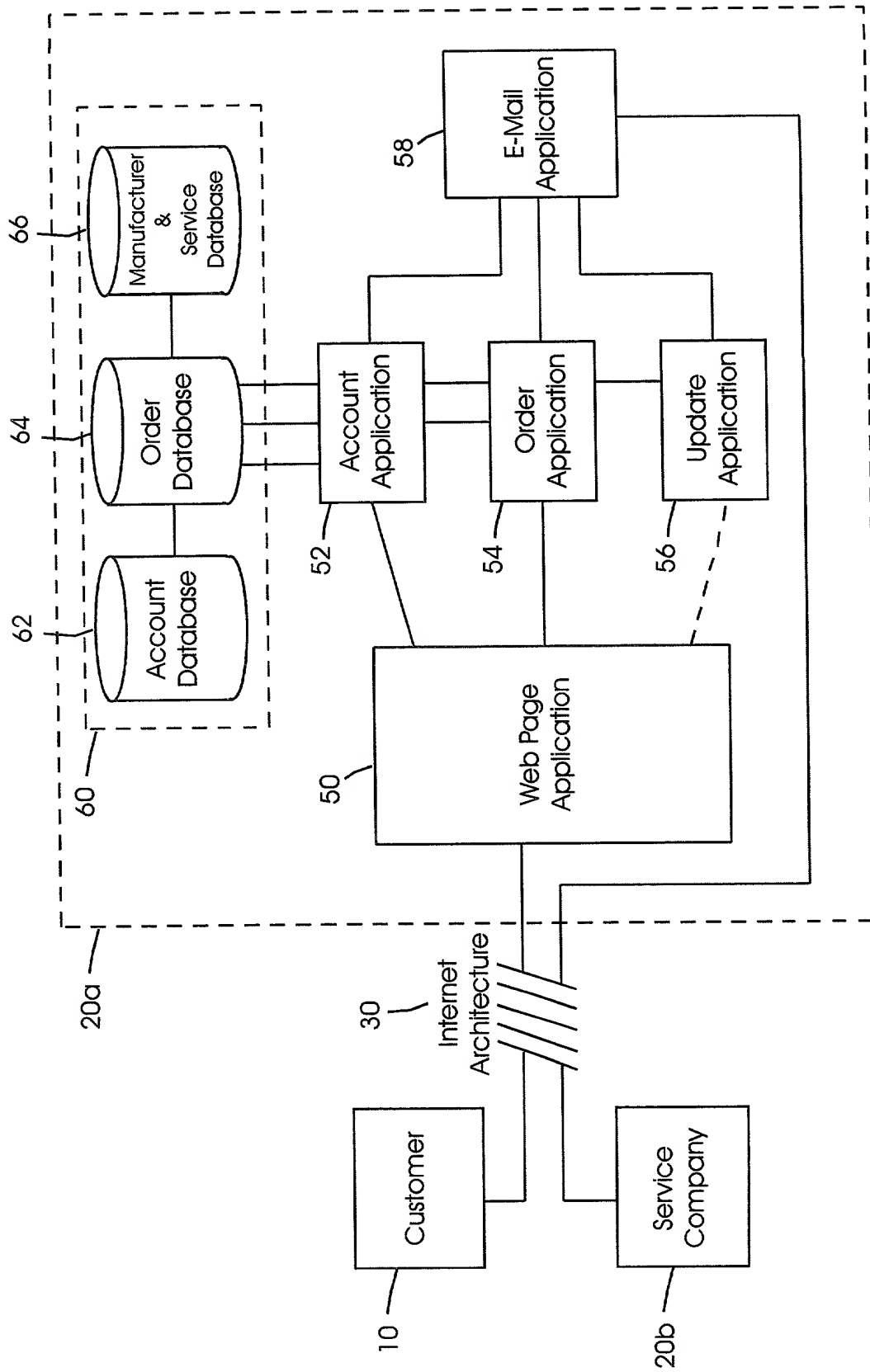


FIG. 2B

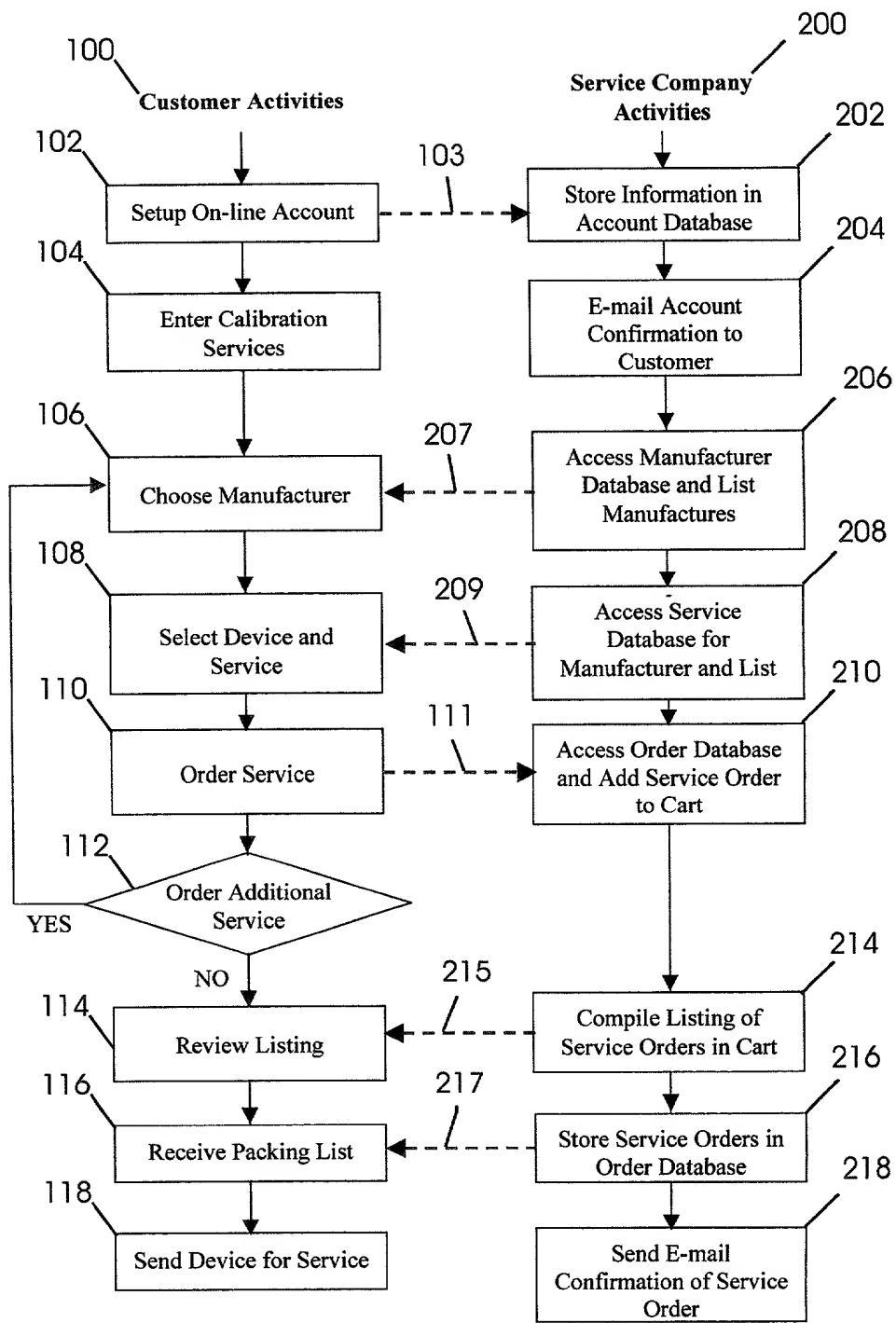


FIG. 3A

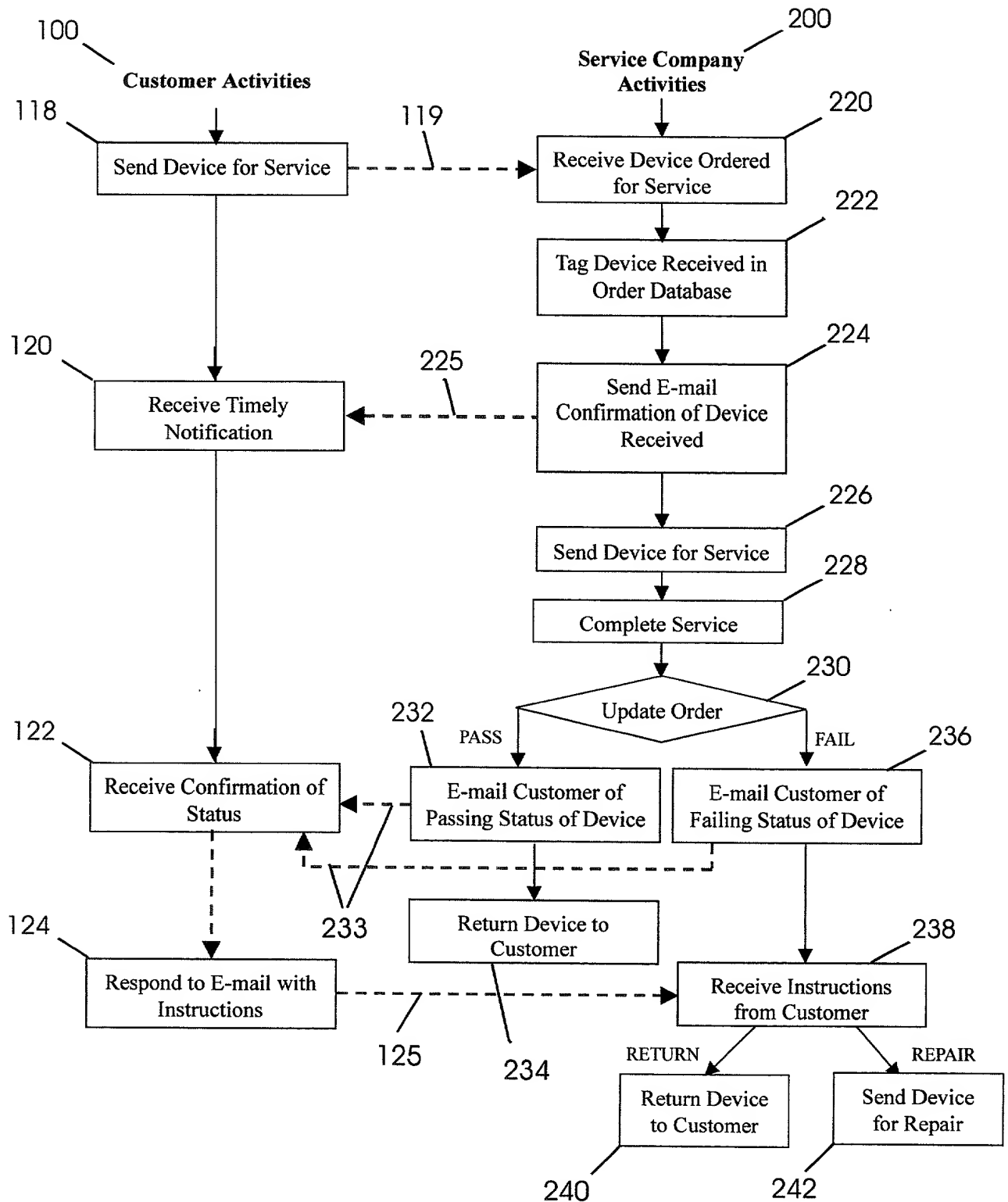


FIG. 3B

FIG. 4 is a schematic diagram of a computer screen displaying a web page for setting up an online account. The web page includes a title bar, a header section, a main content area, and a footer section. The main content area is divided into three sections: a company information section, a billing and shipping address section, and a user name/password section. The company information section includes fields for company name, contact name, contact email address, phone number, fax number, and extension. The billing and shipping address section includes fields for address, city, state, and zip code. The user name/password section includes fields for user name, password, and confirm password, along with a 'Continue' button and a 'Reset' button. The web page is labeled with reference numerals 300, 310, 312, 320, 330, and 340.

300

310

312

320

330

340

Setup Online Account

Company Name:
Your Company

Contact Name:
John Doe

E-Mail Address:
You@dot.com

Phone Number:
555-555-5555

Fax Number:
555-555-5050

Ext:
115

Billing and Shipping Address:

Address:
123 Anywhere St. #22

City:
City

State:
ST

Zip:
77777

Create a User Name/Password

You may use numbers or letters in your user name/password. Do not exceed 14 characters.

Enter a User Name:

Enter a Password:

Confirm your Password:

FIG. 4

FIG. 5A is a schematic diagram of a user interface for an order calibration service. The interface includes a header bar 400, a main content area 410, and a footer bar 420. The header bar 400 contains the text "Order Calibration Services". The main content area 410 displays a welcome message, the current date, and instructions for using the search fields. The footer bar 420 contains a "Continue" button.

400

Order Calibration Services

Welcome, John Doe

Today is:

Friday, February 9, 2001

Please use the fields below to search for your particular instrument.
You may have as many instruments calibrated as you wish.
Each unit is handled individually.

Manufacturer

/

Model#

/

Comments

/

Cost

410

Continue

420

FIG. 5A

402 → Today is: Friday, February 9, 2001

412 Please fill in the fields below to place your Calibration Order.
You may finish your order at any time or add additional instruments.

430 Item: HEWLETT PACKARD 34401A

432 Asset Number:

434 Return Shipping Method: ▼

436 *Indicates Shipper Account # Required

438 Shipper's Account Number:

440 For Purchase Orders, Please Enter the P.O. Number Below:
For Credit Card Purchases, Please Enter the Card Information Below:
Card Holder Name:
Expiration Date:
Card Number:

450

452

FIG. 5B

Figure 1 is a screenshot of a web browser displaying a "Update Customer Account" page. The page layout includes a header section with the title "Update Customer Account". Below the header, there are several input fields and buttons arranged in a form. The form contains the following elements:

- Company Name:** A text input field containing "Your Company".
- Contact Name:** A text input field containing "John".
- E-Mail Address:** A text input field containing "You@dot.com".
- Address:** A text input field containing "123 Anywhere St. #22".
- City:** A text input field containing "City".
- State:** A text input field containing "ST".
- Zip:** A text input field containing "77777".
- Phone Number:** A text input field containing "555-555-5555".
- Fax Number:** A text input field containing "555-555-5050".
- Ext.:** A text input field containing "115".
- Equipment Status For:** A text input field containing "HEWLETT PACKARD / 34401A / Serial Number: 1234-56789 / UnitLogNumber: 1063-1008".
- Completed Calibration On:** A text input field containing "02/09/2001".
- Calibration Status:** A section with two radio buttons labeled "OK:" and "Failed:". The "OK:" button is selected.
- Shipped Via:** A text input field containing "Tracking Number: 542".
- Shipper's Account Number:** A text input field containing "550".
- Buttons:** Two buttons labeled "Submit" and "Reset" are located at the bottom right of the form.

Callout numbers 500 through 560 point to specific elements on the page:

- 500 points to the browser address bar.
- 510 points to the "Company Name" field.
- 520 points to the "Equipment Status For" field.
- 530 points to the "Calibration Status" field.
- 540 points to the "Shipped Via" field.
- 550 points to the "Shipper's Account Number" field.
- 560 points to the "Submit" button.

FIG. 6